All,

I'd like to take this up with the REOC IT support contractor before we elevate it. I will follow up and let you all know what the resolution is/will be.

Althea C. Foster (6SF-PR)
On-Scene Coordinator
USEPA Region 6

▼ REOC ESC IT Needs/issues

REOC ESC IT Needs/issues

R6 DWH REOC ESC   to: Althea Foster   06/26/2010 05:02 PM

Sent by: **Sharon Osowski**

Cc: Jon Rauscher, Philip Turner, Donald Williams, Marc Greenberg

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Althea,

From the 4pm Planning meeting today...

These are not ongoing or large problems, but represent short term issues:

1. In order to keep the file size on the boat summaries under 3MB, we must convert some pdf files into a different format (i.e., html which separates out the photos/graphs). REOC EU staff (and/or contractors) need to have Adobe Acrobat Pro in order to accomplish this.

2. The contractors cannot be on our router inside the firewall and therefore have to have a separate internet connection. Today, their internet connection went down about 10am. In order to get the cruise

summaries done by ~noon, we had to do multiple files switches using flash drives. They have a small switch or router currently.   In the planning meeting today, it was suggested that the contractors need a dedicated hard drive.   Since the contractors and EU staff physically sit in different spots in the fishbowl, I think we would still have to use flash drives to move boat activity summaries. Perhaps another suggestion would be for them to have a wireless network or a bigger router. Email is still the fastest way to send individual boat data summaries.

3. Need to talk to the IT help desk about acting upon our tickets quickly. I called the help desk yesterday morning to get Ted Palit access to the DWH-EUL folder on the H:\R6DFS "share" drive. This morning, Ted still did not have access. Apparently, they are the only ones who can "turn on" access and so access can't be granted until Monday. I'm not sure, but I thought that this process only took a matter of minutes to complete. To date, the IT help desk has been very responsive---this is the first time this has happened and the majority of our requests are completed within a few hours of our call.

Sharon